



STATE OF WASHINGTON
DEPARTMENT OF SOCIAL AND HEALTH SERVICES
Aging and Long-Term Support Administration
PO Box 45600, Olympia, Washington 98504-5600

June 16, 2020

ALTSA: CCRSS #2020-019
COVID 19: REOPENING OF WASHINGTON STATE
AND CLIENT VISITS TO THE COMMUNITY

Dear Certified Community Residential Services and Supports Provider:

As Washington State begins moving through the phased reopening under the “Safe Start Washington” plan, some counties have been approved to move into phase 2 and others will soon follow. A part of the phase 2 plan includes the reopening of professional services such as dental and medical services, as well as hair and nail salons. Restaurants will also be allowed to reopen with partial capacity. As we look to these businesses and services reopening, we recognize providers have many questions regarding client visits to the community to partake in these services, or to work in these locations, and the infection control measures that should be taken when the client returns home.

As Washington State increases the availability of services and citizens are able to enjoy more time in the community away from home, clients supported by Supported Living, Group Training Home, Group Home providers, and State Operated Living Arrangements may also want to enjoy those same opportunities. Under client rights rules and DDA Guiding Values, client are able to participate in activities away from the home if desired or needed. A recent update to the four phase approach for the re-opening of Washington also allows for those in “high risk populations”, such as long term care clients, to engage in activities that are deemed permissible at each phase of the plan (<https://www.governor.wa.gov/news-media/inslee-issues-safe-start-proclamation-county-approach-re-opening>). However, with clients leaving the home providers and agencies will want to be mindful of infection control and implement specific procedures to follow when a client returns from an outing.

When a client plans to leave their home for a medical appointment, therapy appointment, an outing, or work in the community, the provider should consider implementing the following infection control procedures:

- Assist the client with acquiring any items needed to follow proper infection prevention practices, such as a mask and hand sanitizer
- Inform the client about potential risks when going into the community, including the increased risk of exposure to COVID 19 and the increased risk of introducing COVID 19 to their housemates upon return;
- If someone is escorting the client into the community, request they pick the client up at the front door or curb;
- Inform the person escorting the client into the community about the potential risks, including the increased risk of exposure to COVID 19 for the client as well as the increased risk of introducing COVID 19 to the home upon return;
- Request the person joining the client in the community to wear a mask at all times while with the client;
- Request the client follow universal masking while in the community;
- Request the client adhere to social distancing practices while in the community;
- Request the client follow good hand hygiene procedures in the community, including frequent use of alcohol based hand sanitizer when soap and water is not available;

- With client permission, keep a log of client activities in the community to allow for contact tracing purposes if any community outbreaks occur in businesses or places the client visited;
- Continue to conduct daily symptom screenings with client upon their return to the home;
- Request the client practice social distancing when out of their room upon return from the outing;
- Request the client follow universal masking when outside of their room upon return from the outing; If a provider is able, cohorting of clients who come and go from the home would be recommended.

If the client chooses not to comply with any of these inform the client of the risks to themselves and others. There is informational material that has been developed for individuals and families that describe the current crisis. Informing Families has published resources that may be helpful and are available on their website. Refer to the client's support plan to see if target behaviors are addressed. Consider applying behavioral strategies to support the client to make safer decisions and comply with the guidance from Department of Health (DOH). If the behavioral strategies in the client's plan are not successful you may also contact the client's DDA case manager. They can access assistance from the regional clinical team if needed.

Contact with the local health jurisdiction (LHJ) regarding any specific recommendations, or for information regarding virus activity in the local community can also help a provider determine any other procedures that they may need to add to the list above. A list of LHJs can be found here: <https://www.doh.wa.gov/AboutUs/PublicHealthSystem/LocalHealthJurisdictions>

To find out more about the phased opening of Washington State and to determine which phase your community may be in, please visit the following websites:

Phase Chart: <https://coronavirus.wa.gov/sites/default/files/2020-05/PhasedReopeningChart.pdf>

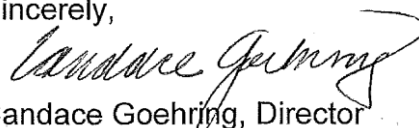
Phase 2 Map: <https://coronavirus.wa.gov/what-you-need-know/covid-19-county-variance-application-process>

To find out more information about the governors "Safe Start Washington" plan, please visit: <https://www.governor.wa.gov/sites/default/files/SafeStartPhasedReopening.pdf>

Soon, a phased reopening document will be released with additional recommendations and requirements for LTC agencies regarding visitors and other activities being resumed in homes. Please continue to monitor the CCRSS GovDelivery messaging for release of this information.

Agencies should continue to practice all infection control measures they have implemented. As always, thank you for your continued commitment to client health and safety. If you have any questions about this letter, please contact Antonietta Lettieri-Parkin, Certified Community Residential Services and Supports Program Policy Unit Manager, at (509) 363-3549 or antonietta.lettieri-parkin@dshs.wa.gov.

Sincerely,



Candace Goehring, Director
Residential Care Services

DSHS: "Transforming Lives"